Department of Information Services
CUSTOMER ADVISORY BOARD
APRIL 23, 2001
Meeting Minutes

Attending:
Gary Schricker, Department of Health, CAB Vice Chair
Brian Backus, Office of the Administrator for the Courts
Mark Borgaard, Employment Security Department
Phil Coombs, Office of the Secretary of the State
Jim Eby, Department of Fish & Wildlife
Sue Fleener, Department of Licensing
Mike Gray, Department of Corrections
Phil Grigg, Department of General Administration
Mike Kretzler, Utilities and Transportation Commission
Brian Mahar, Community Trade & Economic Development
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Kay McBreairty, Employee Security Department
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Ted Nelson, Center for Information Services
Dan Parsons, Washington State Patrol
Patti Prouty, Office of the Secretary of the State
Rex Richardson, Department of Agriculture
Christy Ridout, Department of Social Health Services
Ron Seymour, Department of Financial Institutions
Susie Smith, Auditor's Office
Shelagh Taylor, Department of Labor & Industries
Doug Tanabe, Department of Personnel
Pete Thomas, Department of Natural Resources
Jim Wilcox, Association of County and City Information Systems

DIS Staff:
Steve Kolodney, Director
Mike Curtright, Assistant Director, Computer Services Division
Stan Ditterline, Management & Oversight of Strategic Technologies
David Koch, Management & Oversight of Strategic Technologies
Darlene Kosoff, Computer Services Division
Ellen Langley, Communications
Andy Marcelia, Management & Oversight of Strategic Technologies
Mike McVicker, Assistant Director, Telecommunication Services Division
Kay Metsker, Computer Services Division
Laura Parma, Assistant Director, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies

Welcome and Introductions
Call to Order - Gary Schricker, DIS Customer Advisory Board Vice-Chair, filling in for Thomas Bynum, who is attending a conference, called the meeting to order at 1:30 p.m. Mr. Schricker welcomed a new member to the group – Kay McBreairty, from the Employment Security Department.

Subcommittee Reports
− **Human Resources**
   Doug Tanabe gave an update on the Business Analyst position. He said there is a survey in progress and asked that any feedback regarding the establishment of the position be forwarded to Bob Hahn at the Department of Personnel.

− **State/Local Government**
   Dan Parsons gave the update and introduced Jim Wilcox, Thurston County, as the new president of ACCIS. Mr. Wilcox gave a brief summary of the last ACCIS meeting.

− **Infrastructure**
   Phil Grigg provided the update on the CAB Infrastructure Subcommittee. The update touched on the following projects:
   ∗ Web Presentation Guidelines
   ∗ Computer Architecture Standards
   ∗ Windows 2000

Earthquake Roundtable
Gary Schricker gave a review of the lessons learned by the different agencies from the recent earthquake. He also has a handout available by request to anyone that would like to review the lessons learned.

State of DIS
Steve Kolodney gave a presentation on the current state of DIS and the current technology in Washington State. He stated that there are only two states that have received an "A" rating for technology and Washington State is one of them. The other state is Utah.

Mr. Kolodney also thanked and praised Thomas Bynum for all of the work he has done with the CAB. He also gave thanks to the other agencies and customers for the support they have provided to the CAB. He acknowledged the new ACCIS president, Mr. Wilcox, and thanked him for his participation. Kathy Munson was also acknowledged for the legislative support.

− **Computer Services**
   Mike Curtright gave a presentation and update on current CSD accomplishments and what their goals are for the coming year. He provided an overview of the CSD staff, an update on the S/390 Unisys services, enterprise storage services, enterprise business solutions, production service, facility services, and he also included information on the earthquake lessons learned in the CSD area.

− **Telecommunication Services**
   Mike McVicker presented an overview of the services provided by TSD. The services provided included information about the telephony services, data network services, leasing, contracting and brokering services, and enterprise security services. Mr. McVicker also added more information about earthquake lessons learned in their area.

New Business
Paul Taylor stated that Phase 2 of the State of DIS

Announcements
The next CAB meeting will be held at St. Martin's College in Lacey, on May 21, right before the IPMA conference.

Adjourn
The meeting was adjourned at 3:20 p.m.